

Case Study # 1.5

Issue: Passenger decides he wants to listen to his boom box

Background: Miami Dade County's mission is to deliver excellent public services that address our community's needs and enhance our quality of life. In our guiding principles the first statement addresses the importance of delivering excellent customer service. It states to be customer focused and customer driven. The guiding principles guide decision-making at all levels of the organization and express common values embraced by the organization.

Instructions: Ask for 2 volunteers: one volunteer is a Miami-Dade Transit bus driver and the other volunteer will play Harvey Hiphop, the bus passenger.

Time: 15 minutes

Players: Miami-Dade Bus Driver - Joe Robinson
MDT passenger - Harvey Hiphop

Scenario: A passenger gets on the Flagler Max going eastbound to South Beach. When the passenger boards the bus, the driver notices that the passenger is wearing beach attire and carrying a beach chair and a boom box. At this point the passenger has the boom box turned off, so the bus driver lets him board. The driver thinking the young man wants to bring it along to hear music at the beach. There are at least 20 other passengers on the bus. About 15 minutes later, Harvey Hiphop decides he wants to hear his music on the bus and turns on the boom box a little too loud. At this point the bus driver tells himself, "I should have known better and warned him he couldn't play the music unless he has earphones or keeps the volume very low." Assume you have arrived at the next bus stop.

Have the volunteers play out the scenario. How could Mr. Joe Robinson handle this in a better way? Be empathetic to the customer. Make it a win-win situation. Tell the customer what you CAN do for them. With difficult customers handle, emotions first and then deal with their problems.